



**STATE OF MONTANA  
MONTANA DEPARTMENT OF TRANSPORTATION  
JOB PROFILE AND EVALUATION**

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***SECTION I - Identification***

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**Working Title:**  
Administrative Support

**Department:**  
Transportation

**Class Code Number:** 436113

**Division & Bureau:**  
District Engineering

**Class Code Title:** Administrative Assistant

**Section & Unit:**  
Glendive District

**Pay Band:** 3

**Work Address:**  
503 North River Ave  
Glendive MT 59330

**Position Number:** 57218, 57209, 87211, 87214, 89213, 57210, 53218, 53209, 53210, 53212, 54215, 53092, 54213, 51025, 51209, 51210, 51218, 52213, 74211, 55068, 55212, 55069, 78211, 78215, 59213, 07015

☐ FLSA Exempt

☒ FLSA Non-Exempt

**Profile Completed By:**  
Tammy Erickson  
Glendive District

**Work Phone:**  
406-345-8223

Jane Bos  
Glendive District

406-345-8207

***Work Unit Mission Statement or Functional Description:***

The MDT's mission is to serve the public by providing a transportation system and services that emphasize quality, safety, cost effectiveness, economic vitality and sensitivity to the environment.

The Highways and Engineering Division prepares projects for bidding and coordinates highway construction. The Division is made up of the Materials, Construction, Right-of-Way, Bridge, Traffic and Safety, Environmental Services, Engineering Oversight, and Preconstruction bureaus; the CADD Systems and Engineering Management Support sections; and five District Construction and Pre-Construction Offices in Missoula, Butte, Great Falls, Glendive, and Billings for budget and workforce purposes.

**Describe the Job's Overall Purpose:**

This position serves as an Administrative Support Specialist within the designated District or Area office. Responsibilities involve customer service and communications, including permitting, road reporting, and emergency services and communications. The position also provides a range of responsibilities involving accounts payable, procurement card transactions, accounts receivables, and payroll/personnel. The position reports to the District Financial Officer or the Area Administrative Assistant and does not directly supervise other agency personnel.

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**SECTION II - Major Duties or Responsibilities****% of Time****Administrative Services****90%****A. Customer Services**

1. Researches, compiles, and/or produces responses to technical and procedural questions involving load limits, winter and construction road conditions, District operations, and others. This involves determining specific information needs; identifying and researching appropriate sources; and responding through personal contacts, informational materials, and reports.
2. Provides customer services to permit applicants to assist people with vehicle permitting processes by explaining permit process and requirements, rules and regulations. Collects and processes permit fees to ensure accuracy and timeliness. Identifies and resolves errors and discrepancies through communication with permittees and District accounting staff.
3. Retrieves and reports road condition data from Division Transportation Offices through the Department's automated Road Reporting System. Analyzes data to determine relevant information and develops a District road report twice per day and once per weekend with intermittent updates as warranted. Monitors reporting deadlines to ensure that road data is compiled and delivered according to District requirements.
4. Transcribes, and/or edits a variety of memoranda, correspondence, informational materials, and other documents (i.e. accident and incident reports) to ensure accuracy and completeness of language as well as proper document formats. Prepares routine communications as well as formal reports, mass mailings, and other specialized documents. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
5. Serves as an emergency response dispatcher to ensure effective mediation of health, safety, and/or security risks affecting MDT personnel and equipment. Tracks emergency responses to provide logistical and tactical support necessary to mitigate life, health, and safety threats. Accurately and efficiently logs response data.
6. Manages databases such as Forage Removal, Adopt-A-Highway, etc to ensure the accuracy, accessibility, and security of information by compiling field lists of entities, locations, and maps; ensuring the accurate data processing; identifying modifications and/or upgrades necessary to reflect changing information requirements; and coordinating with information services staff to implement system modifications.
8. Maintains office supply and equipment inventories by identifying needs, preparing supply orders, and stocking supplies according to established purchasing and requisition policies and procedures. This involves continually monitoring office inventories, identifying immediate needs and anticipating future needs (e.g., based upon specific program plans/projects), ordering

necessary supplies and equipment, and tracking purchasing records to ensure the timely delivery of supplies.

## **B. Payroll/Personnel**

1. Develops new hire orientation information and conducts training sessions to assist new employees with technical and procedural payroll and benefit requirements. The incumbent also analyzes employee moving expenses to ensure compliance with established MDT moving agreements and reports discrepancies to supervisor for reconciliation.
2. Independently answers questions from employees, supervisors, MDT Accounting Services and other agencies concerning state payroll and benefits systems. This involves assessing the nature and scope of the inquiries and researching and examining the appropriate payroll and benefit policies and procedures to resolve problems and issues and/or clarify procedural issues and questions.
3. Coordinates payroll position changes and modifications within SABHRS that affect computerized budget, payroll, and position modules. This involves updating SABHRS position control panels (i.e., classification, position upgrades, and other changes), upon receiving the appropriate authorization and direction from supervisor.
4. Calculates long-term employee leave and monitors FMLA hours by collecting self-payments for insurance according to established monthly deadlines to ensure continued insurance coverage while employees are taking long-term or FMLA leave. Documents additional leave (i.e., jury duty, summons, military, etc.) to ensure the proper amount of leave is received and reimbursement of funds is deposited.
5. Collects confidential information regarding on-the-job injury from appropriate personnel and completes required paperwork. Submits First Report to Workers Compensation and Department personnel.
6. Ensures terminated employees receive appropriate termination packets by processing employee terminations, providing information to terminated employees (including retirees), and calculating termination pay and appropriate leave payouts. The incumbent monitors and reports information for returning retirees for pay, hours, differential, and type leave on a per pay period basis. This involves monitoring pay, hours, differential, and leave type totals to determine continued eligibility for PERS retirement benefits and preparing and submitting monthly reports of hours and pay of PERS retirees to the PERD.
7. Researches and responds to employee or administrative questions on payroll/personnel matters, including changes desired with regard to tax withholdings, benefits, direct deposits, and requested leave. This involves researching and clarifying information from employees, researching and interpreting appropriate laws, rules, regulations, policies and procedures as they apply to the request, assessing various solutions to determine appropriate actions, and communicating and explaining decisions to employees or administrative personnel. The incumbent also calculates complex and unique salary changes that require accurate financial information of market ratio, longevity, increments, multi-grade promotions/demotions, and retroactive pay, determines the necessary information required to process these changes and determines the appropriate fields of the SABHRS system that need to be completed, reviews the information for accuracy and generates reports of the changes as requested.
8. Creates and maintains a schedule for all upcoming payroll changes. This involves assessing the nature of the changes and developing a planning process that is appropriate for the production of

reports (i.e., leave, longevity, and other payroll documentation, etc.). The incumbent generates and analyzes the reports for accuracy and determines course of action(s) to complete and correct any errors and initiates the action(s).

9. Evaluates and enters payroll and personnel information, including employee personal and job status information, payroll deductions, new hire/termination forms, and other supporting documentation into two unique payroll systems (SABHRS & MDT) and reconciles the two systems to ensure that state and federal allocations are properly accounted and documented according to established Department policies and procedures. Responsible for compiling, analyzing and reconciling errors that arise within a diverse, complex payroll system.
10. Assesses employee timesheets for correct project coding, expenditures, differential, expenses, leave, hours, and signatures by communicating with employees and /or supervisors over necessary clarifications or corrections. The incumbent also evaluates leave balances, sick leave donations, FMLA, workers' compensation, jury duty, and military leave. The incumbent enters timesheet data into the MDT pre-payroll system, analyzes the data, and verifies the accuracy of the information entered on the system to assess and ensure compliance with state and federal laws, rules, regulations, policies, and procedures.
11. Creates and maintains records for union contract-related items such as employee safety, tool, and uniform allowance system to ensure proper reimbursement. This involves interpreting and using Department allowance system rules, regulations, and policies and procedures and modifying the appropriate allowance system modules to ensure compliance when changes are approved.
12. Researches and responds to wage, leave balance, insurance, and other deduction inquiries from MDT Accounting Services by determining the appropriate SABHRS module, reviewing whether the information addresses the request, and generating a report for submission to the requestor.
13. Independently responsible to maintains confidentiality of personnel and payroll files by monitoring and enforcing confidentiality and security protocols, ensuring files are secured at all times, and reporting breaches or anomalies to the DFO and/or Administrative Assistant for corrective action.
14. Sustains a current and thorough knowledge of the SABHRS and other payroll related accounting systems to ensure Department payroll policies and practices are up to date and implemented appropriately. This includes attending training and informational sessions as needed, participating in the implementation of upgrades, and ensuring the DFO is aware of proposed or planned changes and their potential impact on effective District operation.

### **C. Accounting**

1. Processes vendor claims, petty cash, and procurement card transactions to ensure the accuracy and efficiency of accounting records and procedures. This involves verifying goods and services received, authorizations, calculations, itemizations, and coding; reviewing transmittal records to prevent duplicate payment. Identifies and reconciles errors, discrepancies, and other problems through consultation with District and Division staff, vendors, and others.
2. Reviews invoices for proper coding and to insure receipt of the product or service was documented and appropriate level management approved the purchase; reviews purchase orders, contracts and cost centers in order to determine the propriety of the purchase and the legitimacy of the costs;

3. Accesses the on-line US Bank system to make appropriate changes to coding for each item or service purchased and to also reallocate the transaction.
4. Reviews monthly credit card statement of employee purchases. Determines the proper coding for the purchase, reviews the statement and ensures there is a corroborating invoice or receipt and compliance with state and department purchasing policy. Performs a similar audit of the support as is done for other expenditures paid through the HOC system.
5. Processes Utility claims in the Oracle database. Enters Utilities by account number for tracking in the Maintenance Management system (MMS).
6. Input Maintenance activity information into an automated system, ensuring activities are accurately reported. This includes research and balancing of hours with other automated systems. Responsible for establishing accounts receivable for submission to Accounting Operations.

#### **Other Duties**

**10%**

This position provides a variety of other administrative support services as assigned by the District Financial Officer or Area Administrative Assistant in support of MDT's mission and District objectives. This includes participating in meetings and conferences, assisting in special projects, attending ongoing education and training and performing a variety of other duties as assigned.

2. ***Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:***  
The position is responsible for determining specific customer needs based upon general requests and researching, compiling, explaining, and/or disseminating information in response. The position also processes permits, manages road reporting data, and provides a range of administrative support services.
3. ***The most complicated aspect of this position is:***  
The most complex aspect of the position involves determining specific customer needs based upon general requests and providing accurate, timely, and courteous response.
4. ***Guidelines, manuals, or written procedures that support this position include:***  
Guidelines and procedures include State and Department policy and procedure manuals (e.g., ARM, MOM, MDT, etc.), permit regulations, written office management procedures, and technical operations manuals related to automated systems (e.g., Road Reporting System, SABHRS, etc.).
5. ***Which of the duties and/or specific tasks listed under 1. (above) are considered "essential functions" that must be performed by this position (with or without accommodations)? (If you need information or training on the identification of essential functions, please contact MDT Human Resources Division.)***  
The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

Duty A: Customer Service and Communication

Duty B: Administrative Services

The following mental and physical demands are associated with these essential functions:

**PHYSICAL**

- Light lifting (up to 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Infrequent travel within the State for training
- Operating a personal computer
- Communicate in writing, in person, and over the phone

**MENTAL**

- Deal with the public on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing
- Coordinating
- Synthesizing
- Instructing

6. **Does this position supervise others?** ☐ Yes ☒ No

Number directly supervised: 0.0

Complexity level of the positions supervised: N/A

Position Number(s) of those supervised: N/A

7. **This position is responsible for:**

- |   |                                 |                                      |                                     |
|---|---------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Hiring                 | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level  |
| <input type="checkbox"/> Performance Management |                                 | <input type="checkbox"/> Promotions  | <input type="checkbox"/> Discipline |
| <input type="checkbox"/> Other:                 |                                 |                                      |                                     |

8. **Attach an Organizational Chart.**

ATTACHED

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**SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.**

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**Critical knowledge and skills required for this position:**

**KNOWLEDGE:**

This position requires knowledge of office management, business communications, bookkeeping, records management, customer service standards, bookkeeping and accounting practices and

procedures along with an extensive knowledge of SABHRS (Statewide Accounting, Budgeting and Human Resource System) This position is also expected to develop a progressively responsible knowledge of MDT policies and procedures, emergency response protocols, and specialized database and reporting systems (e.g., road reporting, Adopt-a-Highway, etc.).

**SKILLS:**

This position requires skill in coordinating multiple projects under inflexible deadlines; translating technical information to varied audiences; identifying and resolving accounting discrepancies and database errors; operating standard office software applications (e.g., word processing, database, etc.); responding to emergency situations; and written and verbal communications.

**Behaviors required to perform these duties?**

- **Communication:** Translates technical information to audiences of varied technical levels. Negotiates specific terms and conditions of individual agreements.
- **Independence of Action:** Determines appropriate responses to operational and emergency situations with minimal assistance.
- **Decision Making and Problem Solving –** Able to make decisions designated to achieve desired outcomes.
- **Relationship Management –** Demonstrates ability to develop rapport and maintain long-term associations with others both internal and external to the agency.
- **Policies, Processes and Procedures-** Able to act in accordance with established guidelines; follow standard procedures in crisis situations; communicate and enforce organizational policies and procedures; recognize and constructively conform to unwritten rules or practices.

**Education:**

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- |   |  |
|---|--|
| <input type="checkbox"/> No education required                        | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input checked="" type="checkbox"/> High school diploma or equivalent | <input type="checkbox"/> Related Bachelor's Degree                       |
| <input type="checkbox"/> 1-year related college/voc. training         | <input type="checkbox"/> Related Master's degree                         |

**Please specify the acceptable and related fields of study:**

**Required/Acceptable:** two years business, office management, accounting, communications experience

**Related:** customer service-related training

**Other education, training, certification, or licensing required (specify):** NONE SPECIFIED

**Experience:**

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required  
☒ 1 to 2 years

☐ 3 to 4 years  
☐ 5 or more years

***Other specific experience (optional):***

NONE SPECIFIED

**Alternative Qualifications:**

This agency will accept alternative methods of obtaining necessary qualifications.

☐ Yes   ☒ No

Alternative qualifications include:

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***SECTION IV – Other Important Job Information***

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NONE SPECIFIED



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**SECTION V – Signatures**

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Signature indicates this statement is accurate and complete.

***Employee:***

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Immediate Supervisor:***

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Division/District Administrator:***

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Department Designee:***

Name: Jennifer Jensen Title: Chief, Employee Relations Bureau

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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***Recruitment Review:*** My signature below attests to my review of and determination that the minimum qualifications (education and experience) listed in this profile meet the established recruitment standards of MDT.

Name: \_\_\_\_\_ Title: Human Resource Specialist (Helena/District)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**STATE OF MONTANA  
MONTANA DEPARTMENT OF TRANSPORTATION  
JOB EVALUATION**

**This section is to be completed by a trained classifier in or contracted by the Human Resource Division or by the State Personnel Division.**

Prepared By: \_\_\_\_\_

Date: \_\_\_\_\_

Position Status: ☐ Reclassified      ☐ Vacant      ☐ New Position      ☐ Career Ladder

Choice of Class Series:

*Position Summary:*

Classification Factor Level:

The predominant work of this position consists of:

Factor level Comparison:

Benchmark Comparisons:

***Classification Analyst:***

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***Agency Approval:***

Name: Jennifer Jensen

Title: Chief, Employee Relations Bureau

Signature: \_\_\_\_\_

Date: \_\_\_\_\_